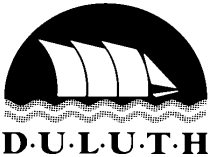
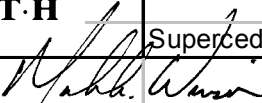


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	<b>Orientation</b>	
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The goal of orientation is to acclimate employees to their new environment in a manner that facilitates higher levels of job satisfaction and confidence. The City of Duluth strives to attain this goal through dual orientation processes: a Work Site Orientation specific to the employee's job, and an overall Organizational Orientation to aid the employee in understanding where they fit into the City employment puzzle. Specific details regarding orientation processes can be found in the organizational and work site orientation checklists.

### Overview of Orientation Process

Appointing authority sends employee a 'final offer of employment letter' with directions to report to HR **before or on the first day of work** to provide proof of eligibility for hire and to complete payroll forms. Information regarding parking and other specifics about the position can be added to this letter as needed. At HR, employee receives 'new employee packet' which includes a benefits packet, required forms, Employee Handbook, and Safety Manual.

#### **Prior to Start Date**

Supervisor completes the following:

- Ensure work area is ready for new employee (supplies, mailbox, computer, phone, etc.)
- Order office keys
- Obtain computer password and e-mail account
- Add new hire's name to shared directories
- Schedule time to spend with your new employee during the first week
- Select another employee to become a mentor for new hire
- Prepare orientation agenda for first day / first week

#### **Day 1**

Employee reports to his/her supervisor to begin the Work Site Orientation process as outlined in the Worksite Orientation Checklist. This process, to include probation period discussion, will continue through the first month of employment. Employee and supervisor sign [Worksite Orientation Checklist](#) at required intervals.

#### **End of Month 1**

Human Resources sends employee a confidential "[Worksite Orientation Quality Survey](#)" which employee completes and returns to HR via interoffice mail. Supervisors must return signed and dated Worksite Orientation Checklists to Human Resources **no more than 10 days following first month** of employment.

#### **Within First Three Months**


Employee must complete the Organizational Orientation scheduled by HR. Additionally, employee will complete the confidential [Organizational Orientation Quality Survey](#) and return to HR via interoffice mail.

#### **Throughout Probation Period**

Supervisor continues to meet with employee to discuss job performance, provide feedback and coaching, as well as maintain written documentation of both positive and negative performance data. If these measures fail to improve substandard performance, a termination notice can be given at anytime during the probationary period.

#### **Month 3**

- Supervisor formally meets with employee to provide performance feedback, discuss performance expectations, set performance goals and discuss ways those goals can be met.
- Supervisor discusses appropriate probationary period and what it entails.
- Employee asks any questions that they may have.

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**Month 5 or Month 9** (based on whether 6-month or 12-month probation period)

Supervisor formally meets with employee to discuss success/failure of probationary period.

- Supervisor provides performance feedback, expectations, and goals including whether performance expectations and goals are being met.
- If employee has failed to meet probationary expectations, inform employee that they will be terminated and issue a "[Notice of Removal While on Probation](#)" memo before the end of probationary period.
- Employee asks any questions that they may have.

**One Year**

- Supervisor congratulates employee on one-year anniversary.
- Supervisor formally meets with employee to discuss Employee Review, provide feedback, set new goals and discuss ways those goals can be met.
- Employee asks any questions they may have.

**Questions to Keep in Mind while Performing Orientation Tasks**

- 1) What do new employees need to know about the work environment that would make him/her more comfortable?
- 2) What information does the employee need immediately to aid them in performing their job safely?
- 3) What impression and impact do I want to make on the new employee?
- 4) What experience can I provide that would make the new employee feel valued by the organization?
- 5) How can I convey a clear message that (s)he is an important addition to our work team?
- 6) What key policies and procedures must the employee be aware of in the first week to avoid mistakes in the second week?
- 7) What can I do to ensure new employees will begin to know coworkers without feeling overwhelmed?
- 8) How can I ensure that I will be available to new employees on the first day/week?